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Items 1 – 24 – Terms of Service – Revised and transferred to CRTC 21461 – Items 1 – 24, General Terms of Service.

**GENERAL TERMS OF SERVICE - Continued**

**ITEM      OTHER**

25.0      Location of the Customer Connection Point outside the city of Edmonton

25.1      For residence customers, the Customer Connection Point will generally be at a single location inside the customer's premises, except where service is provided to a multi-level building or in cases specified in Item 25.3. Effective 2005 06 29, the Customer Connection Point for residential customers will be at a single location at the customer's premises mutually agreed upon between the premises owner and TCI at the time of the initial installation of service, except where service is provided to multi-level building or in the cases specified in Item 25.3.

25.2      For a multi-level building, the Customer Connection Point will be at a single location where TCI's facilities enter the building.

25.3      If business service or both residence and business service is provided to a number of customers in one building or a number of buildings on the same continuous property, the Customer Connection Point will be at a single location where TCI's facilities enter the building or at a single location on the property.

25.4      If a single Customer Connection Point is not feasible to either TCI or the customer, a special arrangement will be made and the customer will be required to pay TCI the extra costs to provide the special arrangement.

25.5      In Telecom Decision CRTC 2003-69, TELUS' application for forbearance from regulation of single-line inside wire services, the Commission forbore from regulating single-line inside wire services, including installation, moves, maintenance and repair. Subsequently, in Telecom Regulatory Policy 2012-83, the Commission directed the Company to:

- a) Provide free diagnostic service for customers with no jack-ended demarcation device; and
- b) Install a jack-ended demarcation device free of charge following diagnostic service during the same visit.

In the event of any inconsistency or conflict between this provision and any other Items in the Company's Tariffs, this provision shall apply.

25.6      The Company diagnoses, maintains and repairs, without charge, the single-line inside wire of MDU Customers without a jack-ended demarcation device or an insulated displacement connector (IDC), as acknowledged by the Commission in its letter dated 25 July 2000 Re: Follow-up to Decision 99-10: NTC, NBT, ITC, TCI, TCBC.

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<b>GENERAL TERMS OF SERVICE - Continued</b>		M
ITEM	<b>OTHER - Continued</b>	
26.0	Location of the Customer Connection Point in the city of Edmonton  (Note: See Item 26.9 for exceptions applicable to copper-wire and related facilities in new multi-dwelling units (MDUs); and Item 26-A and Item 26.10 for existing MDUs.)	   
26.1	For residence and business customers, including Datapath Service, PHONEFLEX Service, Centrex III Service, and National Centrex Service, the Customer Connection Point will generally be at a single location inside the customer's premises for non-MDU buildings.	   
26.2	RESERVED FOR FUTURE USE	

M – Transferred from Page 35.

**GENERAL TERMS OF SERVICE - Continued**

**ITEM OTHER - Continued**

- 26.3 For Special Services Circuits, the Customer Connection Point will be provided as follows:
- (a) When the Special Services Circuit is designed by engineering to terminate at a jack(s), the Customer Connection Point shall be at the jack(s) on which the Special Services Circuit terminates; or
  - (b) When the Special Services Circuit is designed by engineering to terminate at the Distribution Panel, the Customer Connection Point shall be at the Distribution Panel on which the Special Services Circuit terminates.
- 26.4 For Dedicated Cable that crosses, connects or interconnects to TCI's facilities, the Customer Connection Point will be on the Distribution Panel located at each end of the service.
- 26.5 The provision of Customer Connection Points above is subject to the availability of suitable facilities for distribution. Where suitable facilities do not exist, TCI may:
- (a) provide additional facilities at the customer's cost, or provide service to an alternate Customer Connection Point location at which TCI facilities are provisioned; or
  - (b) TCI may request access to customer owned and maintained facilities already in place, which the customer would then agree to provide without cost to TCI.
- 26.6 TCI may determine whether customer owned and maintained facilities are utilized, based on the customer's facility meeting technical requirements for the service being provisioned. Where customer facilities are utilized, maintenance of these facilities to acceptable TCI standards shall be the responsibility of the customer.
- 26.7 The decision to provision to an alternate Customer Connection Point location shall be the customer's, with TCI specifying acceptable alternate location(s). In all cases, the customer shall be required to pay all costs incurred in provisioning the alternate Customer Connection Point.
- 26.8 Where the customer is not prepared to pay costs incurred for alternate Customer Connection Point pursuant to Item 26.7, TCI shall be absolved of any requirements to provide or maintain service past the building entrance panel.

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**GENERAL TERMS OF SERVICE - Continued**

**ITEM OTHER - Continued**

26.9 For a newly constructed multi-dwelling unit (MDU) as effective from 1999 08 06 (per Telecom Decision CRTC 99-10), the Service Provider Demarcation Point (or Customer Connection Point; per Notes explained in former TCI General Tariff (CRTC 18001), Item 100.10) for copper wire and related facilities will be at a single location in the main terminal room (MTR).

26.10 For MDUs constructed prior to 1999 08 06 where control and responsibility of In-building Wire has been formally transferred, as part of a written contract, to the MDU owners (or, alternatively, its agent), the Company shall establish its Service Provider Demarcation Point in the MTR.

26.11 When a non-MDU owner or end-user requests the Company to provide maintenance or repair on the copper multi-line Inside Wire, the Company shall provide the requested maintenance or repair as per General Tariff Item 550 – Service Charges (Premise Work). (Note: For MDUs, Item 26-A.2 applies).

26.12 For purposes of identifying and isolating multi-line Inside Wire problems in non-MDUs, the Company shall provide diagnostic service at no charge to the end-user where self test jacks have not been installed at the Company's Service Provider Demarcation Point. In situations where self test jacks have been installed at the Company's Service Provider Demarcation Point (or the Customer Connection Point as stated in Item 26.1), the Company shall provide the requested diagnostic service at rates and conditions specified in Tariff CRTC 18002, Item 1820 (subject to Exception specified below).

(Exception per CRTC letter, Re: Follow-up to Decision 99-10: NTC, NBT, ITC, TCI, TCBC, dated 2000 07 25, third last paragraph; CRTC File No.: 8638-C12-27/99: The Company shall provide Inside Wire diagnostics at no charge where the end-user is unable to sectionalise troubles, no matter which local exchange carrier is providing service to the end-user as long as a Company-owned loop is the underlying access facility.)

26.13 For the purpose of the transfer of responsibility and control of copper Inside Wire (as defined in former TCI General Tariff CRTC 18001, Item 100.15β) to the Customer, the Customer Demarcation Point shall be as follows:

- (a) All MDUs: The Customer shall be responsible (towards the Customer's suite) from the telephone closet on the floor that serves an individual Customer's suite to the Customer's terminal equipment;
- (b) All non-MDUs: The Customer shall be responsible from a single location within the Customer premises (per Item 26.1) to the Customer's terminal equipment.

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**GENERAL TERMS OF SERVICE - Continued**

**ITEM OTHER - Continued**

26.14 In Telecom Decision CRTC 2003-69, TELUS' application for forbearance from regulation of single-line inside wire services, the Commission forbore from regulating single-line inside wire services, including installation, moves, maintenance and repair. Subsequently, in Telecom Regulatory Policy 2012-83, the Commission directed the Company to:

- a) Provide free diagnostic service for customers with no jack-ended demarcation device; and
- b) Install a jack-ended demarcation device free of charge following diagnostic service during the same visit.

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In the event of any inconsistency or conflict between this provision and any other Items in the Company's Tariffs, this provision shall apply.

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**GENERAL TERMS OF SERVICE - Continued**

**ITEM OTHER - Continued**

26-A	Location of the Customer Connection Point in the city of Edmonton – Multi-dwelling Units (MDUs) (Effective: 2002 07 01)	C 
26-A.0	Pursuant to Telecom Decision CRTC 99-10, and as amended in CRTC related follow-up decisions, Inside Wire and In-building Wire which meets the following conditions are governed by the provisions specified in Item 26-A, or any other Items as applicable:	C
	(a) copper wire (and related facilities) used for the provision of any copper-based services; (per CRTC letter dated 2000 06 27, para. 5; CRTC File: 8644-N31-01/99); and	
	(b) either provided by the Company, or any other party, that connects to the Company's network for copper-based services.	
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	In the event of any inconsistency or conflict between the provisions specified in Item 26-A and other Items (except Items 26.3 and 26.4) in the Company's Tariffs, Item 26-A shall apply.	C
26-A.1	The Company shall establish its Service Provider Demarcation Point as follows:	
	(a) For all new MDUs where the Company has not established a Service Provider Demarcation Point, the Company shall establish its Service Provider Demarcation Point (consistent with Item 26.9) at the MTR of the MDU.	
	(b) For all existing MDUs (unless provided for in Item 26.10), the Company shall establish its Service Provider Demarcation Point in the telephone closet.	C 

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**GENERAL TERMS OF SERVICE - Continued**

**ITEM OTHER – Continued**

26-A Location of the Customer Connection Point in the city of Edmonton – Multi-dwelling Units (MDUs) (Effective: 2002 07 01) - Continued

26-A.2 When an end-user requests the Company to provide maintenance or repair of the multi-line Inside Wire, the Company shall provide the requested maintenance or repair per General Tariff (CRTC 18001) Item 550 - Service Charges (Premises Work) and bill the end-user for such charges. If the requested maintenance or repair proves to be in the In-building Wire, the Company shall provide such maintenance and repair free of charge (Note); except in situations described in Items 26.9 and 26.10 (in which case the MDU owner or its agent will be billed for the maintenance and repair per Item 550 - Service Charges (Premises Work)). In the case of repair of damage to In-building Wire, the MDU owner or the party responsible for the damage will be billed. C

(Note: per CRTC letter, Re: Errata: Letter-decision dated 25 July 2000 on follow-up to Decision 99-10, dated 2000 08 10, last paragraph, CRTC File No.: 8638-C12-27/99.)

26-A.3 For purposes of identifying and isolating In-building Wire and/or multi-line Inside Wire problems, the Company shall provide diagnostic service at no charge to the MDU owner (or alternatively its agent, if applicable) or end-user in MDUs where insulation displacement connectors or self-test jacks have not been installed at the Company's Service Provider Demarcation Point. In situations where insulation displacement connectors or self-test jacks have been installed at the Company's Service Provider Demarcation Point in MDUs, the Company shall provide the requested diagnostic service at rates and conditions specified in Tariff CRTC 18002, Item 1820 (subject to Exception specified below). |

(Exception per CRTC letter, Re: Follow-up to Decision 99-10: NTC, NBT, ITC, TCI, TCBC, dated 2000 07 25, third last paragraph; CRTC File No.: 8638-C12-27/99: The Company shall provide Inside Wire diagnostics at no charge where the end-user is unable to sectionalise troubles, no matter which local exchange carrier is providing service to the end-user as long as a Company-owned loop is the underlying access facility).

26-A.4 The Public Telephone Access Line Service (PTAL) network demarcation point referred to in the former TCEI Tariff CRTC 25721, Item 5075.3.11, is at the Company's Service Provider Demarcation Point (specific to PTAL) in the MTR.

26-A.5 For the purpose of the transfer of responsibility and control of copper Inside Wire (as defined in former TCI General Tariff CRTC 18001, Item 100.15β) to the Customer, see General Tariff CRTC 18001, Item 26.13.



